



MEDIA RELEASE

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FOR IMMEDIATE RELEASE

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QUESTIONS CAN SAVE LIVES

911 Protocols Essential for Public, Emergency Personnel Safety

Medicine Hat – 911, what's your emergency? The answers you give and the questions 911 dispatchers ask can save lives.

Medicine Hat 911 Communications is undertaking a campaign to inform residents about specific questions they ask to ensure safety for both the public and emergency workers.

When someone calls 911, dispatchers must ask callers a series of specific questions depending on the nature of the emergency.

"Because every emergency is different, when you call 911 you will be asked a series of questions: questions that can save lives," says Ronda Grant, 911 Communications Director. "These questions are not made up nor are they random. The questions are part of the standards set by the National Academy of Emergency Dispatch to provide life saving instructions, while keeping the public and responding emergency personnel safe. Even the smallest detail can be critical. The more information we have the greater our ability to help you."

Following these specific protocols has garnered Medicine Hat 911 Communications high praise. It is the first 911 centre in the world to be an Accredited Centre of Excellence (ACE) for the consistent use of the Emergency Police Dispatch protocols.

"The accreditation means residents, our customers, can be assured that we are following the best standards in the world to protect them and emergency personnel," adds Grant.

Medicine Hat 911 Communications is in the process of becoming accredited in fire and medical protocols as well, which would make it the first 911 Centre in the world to achieve this level.

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